



InfoTech News

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ITRMC Vision: Capture 21st Century technologies to deliver services to Idaho's citizens.

Theme Portals: Putting It All Together

Successful collaboration among Idaho agencies is resulting in development of “theme portals” that bring together functional areas of information and applications at one website location.

With these portals, citizens and businesses no longer have to know which particular agency they need to contact, or visit multiple agencies’ websites to search for information. Two theme portals have been introduced in Idaho: **trucking.idaho.gov** and **business.idaho.gov**. Others are in development, including **jobs.idaho.gov**, and will vastly improve citizen and business access to the services they need.

Trucking Portal



From trip preparation to final destination, the State of Idaho Trucking Portal (launched March 29, 2004) **helps streamline virtually every aspect of motor carrier operations**. It features links to state, regional, and federal transportation-related services and resources, including: full fee license renewal; paperless hazardous materials endorsements; temporary trip permits; International Fuel Tax Agreement (IFTA) filing and payment; overlegal permits; three convenient payment options for online services; and more!

trucking.idaho.gov was the first Idaho state website to use the ‘idaho.gov’ domain name format. The portal’s development involved Access Idaho, the Idaho State Police, the Idaho Transportation Department (ITD), the ITRMC Staff, and the State Tax Commission. It should be noted that ITD has realized savings in several areas as a result of the success of the trucking portal. Additionally, **trucking.idaho.gov** was a government-to-business category **finalist in the 2004 Best of the Web/Digital Government Achievement Awards program** conducted by the Center for Digital Government and *Government Technology* magazine.

Business Portal



The State of Idaho Business Portal (launched on September 2, 2004) is a one-stop, multi-agency Internet portal that features links to agencies, resources, and permits (Idaho Business Registration System) necessary for starting, operating, relocating, and closing a business in Idaho. It was established at the direction of ITRMC.

The creation of **business.idaho.gov** is a terrific example of Idaho state agencies working together, and helping to move forward an ITRMC goal to “**simplify delivery of government services and information.**” Participating organizations include: Access Idaho (provider of the state's official web portal, idaho.gov), the Department of Administration, Idaho Commerce and Labor, the Department of Environmental Quality, Idaho Rural Partnership, the Idaho Industrial Commission, the ITRMC Staff, the Bureau of Occupational Licenses, the state Reducing Idaho’s Bureaucracy (RIB) Committee, the Office of the Secretary of State, the U.S. Small Business Administration (Boise District Office), the Idaho Small Business Development Center (Boise State University), and the State Tax Commission.

Idaho Commerce and Labor (CL) took the lead, providing the web development resources to make the site a reality. Access Idaho was actively involved in helping CL design website templates, and also performed user testing.

For more information or to suggest a theme portal topic, contact ITRMC Staff member Bill Farnsworth at bfarnsworth@adm.idaho.gov or (208) 332-1878.

Council Update: August 25, 2004, Meeting*

- The Council was presented information regarding **privacy and protecting the information of Idaho's citizens.**
 - ⇒ Gary Payne gave an overview of the **Department of Health and Welfare's privacy program.**
 - ⇒ Kevin Iwersen of the ITRMC Staff briefed the Council on other privacy issues, offering some direction the state should consider, particularly in light of **increased identity theft risk.**
 - ⇒ Michael Ciscell, Department of Water Resources, presented **recommendations for the display and distribution of personal information with digital parcel data.**
- **Revisions** to ITRMC IT Policy 5020 and IT Enterprise Standards 2100, 2510, 3110, 3120, 3220, 3510, and 3530 were **approved.**
- The following were **approved with no revision:** ITRMC IT Enterprise Standards 3130, 3520, 3540, 3550, 5110, and 5120.
- A **request for exemption** was granted to Idaho Public Television.
- David Ekern provided an executive overview of the **IT transformation process** taking place at the **Idaho Transportation Department.**
- **Updates on State IT Strategic Plan implementation,** including committee and Statewide Interoperability Executive Council reports, were given.
- Council members were advised the **2005 Digital Government Boot Camp** was scheduled for **May 17.**

*Full copies of approved ITRMC minutes available online:
<http://www.idaho.gov/itrmc/council/minutes.htm>

★ **Next ITRMC Meeting** ★

Wednesday, December 15 from 8:30 to 11:30 a.m.
East Conference Room, J.R. Williams Building,
700 West State, Boise, ID

ITRMC Event Announcements: 2005

Digital Government Day—Wednesday, February 9
9 a.m. to 4 p.m., Fourth Floor, Capitol Rotunda

Digital Government 'Boot Camp'—Tuesday, May 17
8 a.m. to 4 p.m., Boise Centre on the Grove

Note: All meetings are subject to change.
Please check our website for an update—<http://www.idaho.gov/itrmc>

STATE IT STRATEGIC PLAN 2004 — Implementation Progress

Simplify delivery of govt. services & information (Keith Johnson, Office of the State Controller)

Goal leader Keith Johnson and ITRMC Staff member Bill Farnsworth have met regarding committee membership and current state activities related to IT Strategic Plan goal one, i.e. Access Idaho Steering Committee and the Business Portal, business.idaho.gov.

• Access Idaho Steering Committee

Recent approvals by this group include: four service level agreements/addendums, use of 18 uniform resource locators (URLs) by State of Idaho tax-supported entities, and six key holders of the safety deposit box containing source code for all currently executing program(s) on www.idaho.gov. Charlie Wright, Department of Health and Welfare (DHW), has been appointed as Rob Spofford's replacement. Spofford, recently retired from the Department of Water Resources, was called to active duty in the Army.

• Webmasters Committee

At an August meeting, state webmasters held a lively, involved discussion on enterprise-wide e-government, sharing ideas and exchanging information for web page development. The group also discussed ITRMC policies, standards, and guidelines; the 'Idaho Votes' campaign by the Office of the Secretary of State; a web notification application for possible statewide use; and other items of interest.

Manage IT from an enterprise perspective (Chairman Pam Ahrens, Department of Administration)

A broad range of issues that will be encountered by moving from a 'decentralized' model for infrastructure management to an enterprise model have been identified. Under the leadership of Chairman Ahrens, this process has involved Roger Parks, ITRMC member and CIO of the JR Simplot Company, and Rich Elwood, Statewide IT Coordinator and ITRMC Staff. Similar issues from the private sector have been contrasted and successful processes discussed. The ITRMC Staff is gathering best practice information from other states that are organizing as an enterprise. A steering committee will soon be formed.

• IDANET Steering Committee

The committee receives regular financial and technical updates, as well as information on open action items. Formation of a network operations

(Continued on page 3)

IT Plan Progress *(Continued from page 2)*

center subcommittee, chaired by Charlie Wright (DHW), has been approved. Members were kept abreast of a network initiative between the Ada County Highway District, Bureau of Homeland Security, Emergency Medical Services Bureau, Idaho State Police, and the Idaho Transportation Department. Greg Zickau, ITRMC Staff, performs some business analyst duties, including marketing, for the IDANET project. An IDANET white paper drafted by Kevin Iwersen, ITRMC Staff, has been approved.

Protect the privacy & confidentiality of citizen information

(Karl Kurtz, Department of Health and Welfare)

• Enterprise IT Security and Business Continuity Committee

Privacy is one concern of the committee, and discussions continue on current and potential legislation, as well as privacy policy guidance for agencies. The group's Business Continuity Subcommittee is involved in education/awareness/communications; development of a self-assessment process for agencies, and drafting of a proof of concept for identifying interdependencies between agencies. The Security Subcommittee is making progress toward a pilot initiative to perform a security baseline of the state. In addition, the group plans to present for adoption a cyber security incident reporting process, in the form of a policy, at the October ITRMC meeting. In related news, the state has been asked by the U.S. Department of Homeland Security and the Multi-State Information Sharing Analysis Center to participate in a national cyber security alert indicator process.

Promote collaborative relationships

(Colonel Dan Charboneau, Idaho State Police)

• Idaho Criminal Justice Information Integration Task Force

Task force Chairman John Peay of the Idaho Supreme Court was invited to speak to elected prosecuting attorneys on August 6, and met with the Idaho Sheriff's Association on September 23 on the subject of integration.

Use 'state-of-the-art' procurement practices...

(Steve Wilson, State Tax Commission)

'Procurement Committee' membership includes a broad base of IT and procurement professionals from large and small state and local government agencies, education, and the private sector. Two meetings have been held. Intended accomplishments have been defined; a philosophy statement has been developed; and it was decided meetings would be held monthly. Greg Zickau has created an excellent draft action plan. Education of members on the current procurement process continues. As part of the education effort, various hypothetical changes to the current system and the potential impact were discussed. The group's next steps will be to seek input and buy-in from those parties with potential interest by developing a survey to determine perceived strengths and weaknesses of the present system.

ITRMC Members

Chairman:

Pam Ahrens, Dept. of Administration
332-1824, pahrens@adm.state.id.us

Elected Officers:

Keith Johnson, State Controller
334-8707, kjohnson@sco.state.id.us

Dr. Marilyn Howard,
Superintendent of Public Instruction
332-6811, mhoward@sde.state.id.us

Legislators:

Senator Hal Bunderson, Meridian
888-7156, hbunderson@cableone.net

Senator Elliot Werk, Boise
658-0388, elliotwerk@mindspring.com

Representative Lee Gagner, Idaho Falls
522-4580, lgagner@aol.com

Representative David Langhorst, Boise
853-0303, davidlanghorst@cableone.net

Executive Agency Officers:

Karl Kurtz, Dept. of Health & Welfare
334-5502, kurtzk@idhw.state.id.us

David Ekern, Idaho Transportation Dept.
334-8807, dekern@itd.state.id.us

Public Safety Official:

Col. Dan Charboneau, Idaho State Police
884-7003, jo.mccoy@isp.state.id.us

Agency Information Systems Manager:

Steve Wilson, State Tax Commission
334-7853, swilson@tax.state.id.us

Judiciary Appointment:

John Peay, Idaho Supreme Court
334-3868, jpeay@jsc.state.id.us

State Board of Education:

Gary Stivers, Executive Director
334-2270, gstivers@osbe.state.id.us

Rural Interests Representative:

Mary Elizabeth Jones, Filer
420-8103, mjonestwf@msn.com

Local Government Representative:

Ken Harward, Assn. of Idaho Cities
344-8594, kharward@idahocities.org

Industry IT Executive:

Roger Parks, JR Simplot Co.
327-3300, roger.parks@simplot.com

Please Note: All area codes are "208"

ITRMC Staff
Department of Administration
650 West State Street, Room 100 (83702)
P.O. Box 83720
Boise, ID 83720-0042

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Featured Agency Application



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Idaho Medicaid Network Consolidation Project

The Department of Health and Welfare (DHW) contracts with Electronics Data Systems (EDS) for Medicaid claims processing and reporting. After DHW Medicaid employees had been operating on the EDS network for five years, it was determined an upgrade of the network's speed and reliability was needed. The upgrade would allow DHW Medicaid employees to operate successfully, with seamless access to both the EDS and DHW networks.

This project was undertaken as a **joint effort** between DHW network staff and EDS. The two organizations worked together to achieve a virtual consolidation of the two networks in all Medicaid locations while still protecting the integrity of each network. The EDS and DHW networks now transfer files seamlessly between one another while still passing the data through a Check Point firewall.

The partnership between DHW and EDS in implementing this project and in continuing to work together to keep it functioning properly has resulted in **considerable cost savings, improved efficiency, and better access to information** for this vital program, which serves thousands of Idaho citizens.

Dept. of Health and Welfare: <http://www.healthandwelfare.idaho.gov/>

ITRMC Staff

Rich Elwood, Statewide IT Coordinator
relwood@adm.idaho.gov, (208) 332-1875

Nathan Bentley, State GIS Coordinator
nbentley@adm.idaho.gov, (208) 332-1879

Bill Farnsworth, IT Policy Analyst
bfarnsworth@adm.idaho.gov, (208) 332-1878

Kevin Iwersen, Statewide Cyber Security Coord.
kiwersen@adm.idaho.gov, (208) 332-1851

Greg Zickau, IT Policy Analyst
gwickau@adm.idaho.gov, (208) 332-1877

Emily Gales, ITRMC Assistant
egales@adm.idaho.gov, (208) 332-1876

Website: <http://www.idaho.gov/itrmc>

InfoTech News is a newsletter for the **Information Technology Resource Management Council**. Anyone wishing to contribute information and ideas for future articles; has questions regarding the Council and its Mission, the **ITRMC Staff** and its activities; or would like to be on the mailing list, please contact:

Emily Gales, ITRMC Assistant
Department of Administration
P.O. Box 83720, Boise, ID 83720-0042
Voice (208) 332-1876 FAX (208) 332-1884
E-mail: egales@adm.idaho.gov